

## Ninth Amendment to the IME Professional Services, Provider Services Contract

This Ninth Amendment to Contract Number MED-10-001-B for Iowa Medicaid Services, as amended (the "Contract"), between the State of Iowa, Department of Human Services (the "Agency", "Department" or "DHS") and Policy Studies Inc. (the "Contractor") is made pursuant to Section 22.5 of the Contract. This Amendment is effective as of January 1, 2015. This Amendment modifies, to the extent specified below, the terms and conditions of the Contract.

### Section 1: Amendment to Contract Language

The Contract is amended as follows:

**Revision 1.** Attached to this Amendment is a document entitled "Attachment 2-7," which is incorporated herein by reference. Attachment 2-7 is hereby added to the Contract.

**Revision 2.** Section 5, Scope of Work and Service Requirements, is hereby amended to read as follows:

Services applicable to all Iowa Medicaid Enterprise (IME) contractors are set forth in Section 6 of the Professional Services RFP MED-10-001 and are incorporated herein by reference. Service requirements and performance standards applicable to the professional services component contractors of the IME, including the Provider Services Contractor of the IME, are set forth in the Professional Services RFP, MED-10-001. If there are any changes or additions these are found in Attachments 2, 2-1, 2-2, 2-3, 2-4, 2-5, 2-6, and 2-7.

**Revision 3.** Section 7.1, Payment Terms and Compensation, is hereby amended to add the following language at the end of the Section:

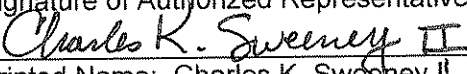
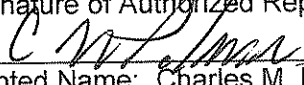
Notwithstanding the above, payment for services in Attachment 2-7 shall consist of 18 monthly payments of \$12,199.00, for services rendered January 2015 through June 2016.

### Section 2: Ratification & Authorization

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms.

### Section 3: Execution

**IN WITNESS WHEREOF**, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

Contractor, Policy Studies Inc	Agency, Iowa Department of Human Services
Signature of Authorized Representative: 	Signature of Authorized Representative: 
Printed Name: Charles K. Sweeney II	Printed Name: Charles M. Palmer
Title: Vice President - Contracts	Title: Director
Date: December 18, 2014	Date: 12-24-14

## Attachment 2-7

**Time Period of Contract Action:** January 1, 2015 to June 30, 2016

The Contractor will provide support in completion of iteration 5 of the HIPAA 5010, NCPDP and ICD-10 project.

- ICD-10 compliance is mandated to begin October 1, 2015. Provider network need to be up and running prior to this date.

### **Deliverables**

Outreach Plan: During the ICD-10 extension period implemented by CMS, the Contractor shall plan and implement an outreach effort in order to engage providers in testing ICD-10 claim submittal with the IME. This includes, but is not limited to the following:

- Make telephone calls to providers to encourage and assist with testing ICD-10 claims submittal.
- Answer telephone calls and respond to emails from providers relating to ICD-10 testing.
- Instruct providers on use of EDISS test tools for ICD-10 claims testing: Total Onboarding, EDISS Connect.
- Make follow up calls to providers regarding testing progress and results (835, 277ca/999).
- Assist providers, to create helpdesk tickets and engage EDISS to resolve test problems.
- Educate and review with providers on 835 and ICD -10 policy.
- Assist with other provider training efforts involving PowerPoint creation and webinars.
- Assist with creating written documentation for providers regarding ICD-10, such as informational letters.
- Assist providers with end to end testing questions.
- After the first 3 months of messaging, any providers not testing shall be contacted again and encouraged to test. The results of the effort will be documented through a log. Providers that opt not to test will be polled on the reason to allow follow-up and analysis.
- Assistance in provider problem resolution related to ICD-10 go-live.
- Post Implementation, assist providers to resolve ICD-10 claims submittal and payment issues until 12/31/14.
- Post Implementation, contact non-ICD-10 compliant providers.
- Perform other tasks as identified to assist with ICD-10 provider testing.

### **Performance Measures**

- Contractor shall respond to provider emails in the ICD-10 mailbox within 2 business days of receipt.
- Contractor shall initiate 1,000 provider contacts per month as well as respond to incoming provider calls. Contacts shall include any telephone calls, emails, educational/training meetings, webinars and informational letters.